

# IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE  
VEHICLE SAFETY AND RECALL MANAGEMENT  
BUILDING 11  
423 N MAIN ST  
MIDDLEBURY, INDIANA 46540-9218

NHTSA RECALL: 23V004  
CANADA RECALL: N/A  
FR ID: 504-1591

- o Integrity
- o Safety
- o Quality
- o Customer Service

<<DEALERNAME>>  
<<ADDRESS>>  
<<CITY>>, <<ST>> <<ZIP-XXX>>

January 2023

## **Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B**

“It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law.”

*–Forest River motorized and towable products are contained in this section–*

## **CANADA: Pursuant to the Canadian Motor Vehicle Safety Act, section 5**

*Companies who sell new non-complying vehicles may be in violation of the Motor Vehicle Safety Act. Substantial penalties apply to violations of this law. This notice is being sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.*

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This notice is also sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Forest River has decided that a noncompliance, which relates to the motor vehicle safety, exists in certain 2022 East to West Entrada 24FM Class C Motorhome recreational vehicles and fail to comply with the requirements of *Federal Motor Vehicle Safety Standard* (FMVSS) number 120, "Seatbelts," and 49 CFR Part 567 "Certification." This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person.

### **WHAT IS THE DEFECT/NONCOMPLIANCE?**

The Federal Placard indicates there are 6 belted seating positions, there are only 4.

### **EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.**

There will not be belted seating positions for two occupants. This may lead to an increased risk to personal injury during travel or during a crash.

### **WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?**

The remedy for this recall is included with this notification. Forest River has notified dealerships of this recall and have provided them with remedy instructions to install these Federal Placards if you are uncomfortable installing them yourself. You may have the recall corrected at any Forest River dealership. However, it is preferable if you have your selling dealership perform the remedy. Forest River completely covers your cost for the remedy; you will not receive any bill of sale for anything covered under the above recall number.

### **WHAT SHOULD YOU DO?**

Federal Placard Installation:

- The labels are located on the roadside of the unit, low on the sidewall or on the upper deck on the same side and on the entry door.
- Wipe off the labels with isopropyl alcohol.
- Match the labels and carefully place the new labels directly on top of the old labels

### **DEALER REPAIR CODES: Dealer Connect**

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
23V004	N/A	RC-002-01-00-004292	REPLACE FEDERAL PLACARD	.10 HRS.

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## HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 264-6664

The Recall shall be considered the utmost priority to remedy the 2022 East to West Entrada 24FM Class C Motorhome in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2022 East to West Entrada 24FM Class C Motorhome listed under this Recall.

If your dealership has already performed the remedy to 2022 East to West Entrada 24FM Class C Motorhome, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s). If the remedy needs to be performed on an out of warranty 2022 East to West Entrada 24FM Class C Motorhome in which the VIN falls under as stated in the identified VIN listing, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s).

### Notice:

In no manner shall a Forest River Product Owner or Coachmen Product Owner be charged any fee(s) for scheduling, conduction or completion of the recall. Additionally, all dealership(s) that are Forest River and/or Coachmen dealership(s) are Federally Mandated to perform the recall once presented with this recall whether by the Owner or Dealership receipt of this letter, without denial of service to the Owner. Lastly, denial of a remedy for this recall is a Federal Violation punishable by law resulting substantial fines and/or civil penalties.

**Federal Regulation requires that any lessor receiving this Recall must forward a copy of this notice to the lessee within ten days. If your dealership no longer owns this vehicle, please inform the Warranty Manager of the product listed above of the change of ownership.**

Sincerely,  
Forest River, Inc.  
Office of Corporate Compliance